Andrew Littlejohn

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National Account Coordinator Manager

Solution-oriented professional with 5 years of experience in account relationships and team management functions. Proven track record of combining exceptional communication, strong business acumen, customer-focused problem solving, to facilitate team growth and increased account profitability.

Core Competencies

○ Team Leadership
○ Project Management
○ Cross – functional Involvement
○ Process Improvement
○ Client Presentations
○Monitoring Profitability
○ Service Upselling
○ Rapid Reasoning
○ Strategic and Tactical Decision-making

Professional Experience

eScreen, Inc (subsidiary of Alere Inc.)

National Account Coordinator Manager (Mar. 2015 – Present)

●Supervise a team of national account coordinators to ensure highest level of service is provided while promoting a strong team environment

●Regularly review business metrics to identify internal and external opportunities for further revenue generation

● Coordinate a wide range of projects concurrently from start to finish while prioritizing conflicting and competing objectives

●Partner with internal parties to facilitate ongoing system improvements, technical support and issue resolution for key partners as well internal platform transitions

● Help team identify and drive potential growth initiatives with their clients and partners to expand revenue opportunities

● Collaborate with partners to plan, implement and deliver eScreen products to provide value added business services

●Deliver analytical and technical consultative services through periods of onboarding andr estructuring of client business units

●Integration SME for the commercial team, interfacing with IT on needed integration expansions and development

●I ncrease revenue by guiding team to increase client usage of preferred(less expensive) clinic options

● Utilize and promote internal and external enterprise platforms to deliver SaaS solutions

Senior Account Manager (Apr. 2013 – Mar. 2015)

● Manage Corporate National accounts (Primarily Fortune 100 & 500 Companies) as well as large partner relationships, delivering a client-specific approach for each assigned account

● Develop healthy relationships with client contacts at all levels, including management and executive stake holders, to promote customer retention

● Review integrations data from multiple EDI integrations, primarily in XML, to identity discrepancies for resolution

● Prepare and disseminate written responses in regards to system inquiries, service offering inquiries, and other general inquiries in a manner that best represents the business – factually, concisely, informatively, and responsively

● Assemble and present client, Fortune 500, progress report documents and presentations

Account Manager (Sep. 2011 – Apr. 2013)

●Work to decrease overhead by moving my clients to electronic scheduling and away from paper based scheduling, saving on form and more significantly shipping costs

● Provide outsourced HR services based on client needs

●Work with public and private companies to ensure daily needs are met

●Moved into position to onboard and integrate a high profile client for a new major partnership at the request of upper management

Education and Technical proficiencies

University of Alabama, Tuscaloosa, Al.

Aug. 2009
Bachelor of Science in Business, Minor in Economics
Technical Skills

●Microsoft Office Suite (Word, PowerPoint, Excel, OneNote, Outlook)